



Student Handbook

Casey College of Beauty Therapy

Version 14

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Introduction

Established in 2009, Casey College of Beauty Therapy has helped shape the lives of many students that are now working in the beauty & spa industry in Australia. We are recognised as a leading boutique RTO in the, beauty, spa and massage therapy industries.

Our belief in education is more than skin deep, with courses structured to give you time to develop your skills with the assistance from our staff backed by the excellent resources the college offers.

Casey College of Beauty Therapy is equipped to meet the demands of the professional and accredited courses we offer. We possess the latest in beauty equipment, salon quality skin care, make-up, nail products and waxing equipment created for and by professionals.

At Casey College we believe that you must train and work with industry standard products and equipment to develop the highest level of skills.

Thank you for enrolling.

Studying Through Casey College of Beauty Therapy

Thank you for becoming a student at Casey College of Beauty Therapy.

At Casey College of Beauty Therapy, you're not just another student. We ensure quality of training and access to our staff by limiting only 16 students to an instructor in both theory and practical classes.

As a small boutique provider of, Beauty, Dermal and Spa Therapy education in Australia, Casey College provides exceptional standards of industry relevant training combined with a uniquely supportive learning environment. Our students and graduates receive the finest education which enables both local and global employment opportunities and pathways.

Graduates are able to attain work in beauty salons, spas, resorts, retreats, hotels, department stores, luxury cruise liners, with cosmetic surgeons or owning their own businesses throughout Australia and around the world. We seek to empower our students with high quality learning that leads to job ready local and global outcomes. The College offers a number of local and employment pathways, and has a Job Network on Facebook established for Casey College Students.

Our course allows you the time to develop your skills, learn the finer points of hairdressing and beauty therapy, and study with the knowledge and confidence that you have the support of your teachers and tutors. As a member of our student body you will notice certain benefits that make the difference in your training.

Contact Details

Contact Number- 1300 711 072

Berwick

Unit 1/39-51 Intrepid Drive, Berwick 3806 (Beauty)

Unit 2/39-51 Intrepid Drive, Berwick 3806 (Dermal)

Cranbourne

6/1441 Sth Gippsland Hwy (Beauty)

Pakenham

19A Tarmac Way, Pakenham (Beauty)

9am to 4pm- Monday to Friday - Closed for some of the school holidays

6.00pm-9.30pm Monday to Friday - Closed for some of the school holidays

Services Provided by Casey College of Beauty Therapy

SHB30321 – Certificate III in Nail Technology

In this course you will develop the skills and knowledge to start your Nail Technician career. Our team of professionals will teach you how to provide a range of nail services and ensure a safe work environment.

You will learn a range of Nail Service services which may include:

- Client consultations, financial transactions
- Providing a range of nail Services including
 - Manicure and Pedicure
 - Applying Gel and Dip Powder and Acrylic Nail enhancements
 - Using electric file equipment
 - Nail art
 - Advanced Nail art

The combination of class room and practical exercises means you will graduate with skills needed to work as a Nail Technician.

Please note a compulsory 80 hours for Certificate III in Nail Technology which can be completed in a Pamper Parties/Student Salon provided by Casey College.

SHB30121 – Certificate III in Beauty Services and SHB40121 – Certificate IV in Beauty Therapy

In these courses you will develop the skills and knowledge to start your beauty career. Our team of professionals will teach you how to provide treatments and ensure a safe work environment.

You will learn a range of beauty services which may include:

- make-up
- waxing
- nail technology
- lash and brow treatments
- demonstrating and selling retail skin care and cosmetic products.

The combination of class room and practical exercises means you will graduate with skills needed to work as a beauty therapist.

Please note a compulsory 100 hours for Certificate III in Beauty Therapy and Certificate IV in Beauty Therapy which can be completed in a Pamper Parties/Student Salon provided by Casey College.

SHB50121 – Diploma of Beauty Therapy

Currently Diploma of Beauty Therapy is approved for VET Student Loans (VETSL). This qualification reflects the role of individuals who are competent in a broad range of beauty therapy treatments and services which includes facials, body massage, hair removal, spa treatments, lash and brow treatments, make-up, aromatherapy, providing advice on beauty treatments and services, selling retail skin care and cosmetic products and coordinating a work team. Work would be undertaken as skilled beauty therapists in salons, spas and the wider beauty industry. This qualification is designed to reflect the role of those who work relatively autonomously. It involves the self-directed application of knowledge and skills with substantial depth in some areas where judgement is required in planning and selecting appropriate equipment, services and techniques. Applications involve personal responsibility and autonomy in performing complex technical operations. The work reflected in this qualification may include participating in teams, and group or team coordination. Please note that Student Salon is a compulsory requirement and forms part of your competency. VET Student Loans (VETSL) are available for students wishing to apply and those that meet all of the eligibility requirements.

Please refer to further information on our website under Vet Student Loans for Policies and Procedures as well as forms and Vet Student Loans Forms and Important information. <https://www.caseycollegeofbeauty.vic.edu.au/vet-student-loans>

Please note a compulsory 160 hours must be completed for Diploma in Beauty Therapy which is completed in a Student Salon provided by Casey College.

DTher0019 – Post Graduate Dermal Therapy Pathway Program (Casey College of Beauty Therapy Program)

This pathway program is for Diploma of Beauty Therapy graduates and will assist in progressing to a Bachelor of Dermal Sciences. This program will help you to develop a comprehensive foundation of knowledge in all areas of Dermal Science and Dermal Therapy.

Casey College of Dermal Therapy is raising the standard of skin technology education and bridging the gap between Beauty Therapy, Dermal Therapy and Health care.

Casey College of Dermal Therapy also offers Short Courses in Dermal Therapy. These courses have been constructed with industry personnel to create the most up to date and advanced dermal treatments. These courses will help you develop comprehensive foundation skills to perform safe and effective dermal treatments safely. These courses are for qualified professionals only and successful completion will provide you with a competitive edge.

Our Beauty & Massage courses start regularly with classroom intakes across our learning centres located in Berwick, Cranbourne and Pakenham (Victoria, Australia).

A wide range of electives which include Aromatherapy, Make-up, Gel Nails, Microdermabrasion, Customer Service, Lash Extensions, Applying Tanning products.

College Facilities

Casey College of Beauty Therapy will comply with all laws relating to the operation of a training organisation and its three premises. These will include occupational health and safety, fire safety regulations and will ensure the training facility has adequate measures necessary for quality training.

Students have access to or provision of necessary facilities/materials/equipment. These include:

Training Room Facilities:

- adequate ventilation, heating/cooling to maintain a temperature at which people can work for sustained periods;
- provision of comfortable chairs, designed for use over a sustained period;
- adequate lighting for normal viewing, writing and reading but avoidance of glare, brightness and competing visual stimuli;
- tables that are suitable for writing and which do not cramp students for space;
- clear sight and hearing from all points and to the point of presentation;
- audio visual equipment that is not intrusive;
- strategically placed power points;
- clearly accessible amenities such as toilets and drink stations;
- telephones placed away from training rooms;
- rooms located away from external noise of any kind likely to disturb proceedings;
- pleasing overall aesthetics; and
- shape and size of the room(s) and the type of furniture conducive to varied layouts.
- reference Materials
- refreshment Facilities
- SIP Café located at our Berwick Dermal Campus

School Equipment/ Materials

All equipment and materials (with the exception of your own personal kits) are the property of the school. Theft of or deliberate or wilful damage to school property may result in expulsion from the course. The replacement or repair cost of stolen or damaged property will be borne by the student.

The college staff may ask you to provide your bag for inspection where they suspect school property has been misappropriated by yourself.

Please handle equipment in the correct manner and with care, and replace in the correct cupboard or on the correct stand.

Hand basins in practical class rooms are for hand washing and water collection only. Dirty water and left over product should be discarded in kitchen where bowls, utensils and equipment are cleaned.

Cleaning of all bowls and receptacles after use is essential, and should be done immediately after usage.

Disposable items such as used tissues etc should be placed in the bins provided.

Used Linen should be placed in the "Used Linen" Basket after use. Linen should only be used for treatments. Electric hand Dryers are located in all toilets.

Full cleaning requirements will be given to you by your instructors before practical classes begin.

Student Lunch Room

The college provides lunch room for students to use. This room is solely the students responsibility to keep clean. Ensure you clean up any mess you make before leaving the room so it is clean for the next student.

The lunch room is cleaned daily late in the afternoon by students and forms part of their learning and assessment. We ask all 1st and 2nd semester students to remember this and help by ensuring you leave the rooms as clean as you found them.

Home Study

This is an essential part of any course. Assignments and research projects are set from time to time, and additional home study is essential in revising class notes.

- a) Set aside a period of time each night to revise your work and prepare for assignments and tests.
- b) Designate an area specifically for studying. Having an area specifically set aside for study will make it much easier to get into the right frame of mind for studying.
- c) Avoid distractions. Concentration is required to study effectively and this cannot be done if you are regularly distracted by other people or background noises.
- d) Every time you begin studying, spend 10-15 minutes revising what you have previously learnt.
- e) Highlighting and post-it notes are great tools for highlighting key passages worth reviewing.
- f) Proofread. Look for common grammatical and spelling mistakes and run spell check before printing or submitting your assessment.
- g) Maintain a positive attitude towards your studies. Always keep in mind the reason you chose to study your course and don't lose sight of that goal.

If you require guidance on home study methods, contact your instructors or co-ordinators.

Code of Practice & Client Services Charter

Our Commitment to You

Casey College of Beauty Therapy is focused on meeting the needs of your business. We promise to:

- a) Understand the needs of you, the client, our students, staff and the industries in which we operate or do business with.
- b) Understand the specific needs of your business and be flexible in our approach to serving you.
- c) Operate professionally and always conduct business in a sound, ethical and fair manner.
- d) Employ staff who are knowledgeable, qualified, objective, experienced and always act with integrity.
- e) Treat your information confidentially, protect your rights to privacy and ensure the accuracy and integrity of the information we hold about you.
- f) Respond to student and industry needs and remain competitive within our market.
- g) Ensure the confidentiality and accuracy of your information.

Educational Guarantee

Casey College of Beauty Therapy is committed to providing excellence in training and education. We are committed to:

- a) Providing quality training and education services to the vocational education and training sector in Australia.
- b) Meeting and striving to exceed the requirements of the Australian Quality Training Framework 2021 (AQTF2021) and relevant guidelines related to Vocational Education and Training legislation.
- c) Delivering training, assessment and consultancy services that are flexible to the needs of our customers.
- d) Producing professional graduates who are appropriately trained, job-ready and have the employability skills expected by industry.
- e) Developing courses and assessment processes that meet industry demands; cater for a range of learning styles; and are flexible to a diverse range of student needs.
- f) Engaging with industry by participating in and/or facilitating relevant professional associations, networks, focus groups and steering committees.
- g) Maintaining a supportive learning environment that is conducive to the success of our students, clients and staff.

Management Principles

Casey College of Beauty Therapy aims to be the best it can be. To enable this, we:

- a) Use developed and proven management principles, systems and policies to operate an efficient and effective organisation.
- b) Are committed to quality assurance and continuous improvement and incorporate these principles into all aspects of the business.
- c) Regularly collect feedback and continuously use it to improve and enhance our training and assessment services, client services and management systems.
- d) Ensure that decision making of senior management is informed by the experiences of our trainers and assessors.

Marketing

Casey College of Beauty Therapy will market and advertise all qualifications, courses and other services with integrity, accuracy and professionalism avoiding vague and ambiguous statements. Students will be recruited in an ethical and responsible manner and no false or misleading comparisons will be drawn with any other provider or course.

Students will receive clear, accurate and appropriate information to make an informed decision about enrolment into a course prior to enrolment.

Recognition of Qualifications

Casey College of Beauty Therapy recognises Australian Qualifications Framework (AQF) statements of attainment issued by other Registered Training Organisations in Australia.

Access & Equity

Casey College of Beauty Therapy will treat all people fairly and equitably and fosters an environment free from discrimination and harassment. Casey College of Beauty Therapy applies access and equity principles through all of its policies and procedures to promote full and equal participation of all people. Please refer to the Access and Equity Policy and Procedure.

Student Selection

Casey College of Beauty Therapy ensures that clear and accurate processes for application and selection are outlined and publicised. Entry requirements for each course are outlined in the relevant Courses Outline Guide and students wishing to participate in a course or unit of study must meet these requirements. Please refer to the Access, Equity and Anti-Discrimination on the Casey College of Beauty Therapy website.

Student selection will be responsible, ethical and consistent with any training package requirements at all times. CCBT is committed to non-discrimination in any form and at all times complies with equal opportunity and anti-discrimination legislation.

There may be prerequisites before commencing a program due to health and safety or language requirements or the nature of the program. Appropriately qualified persons will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on the applicant's qualifications and proficiencies. Participation in training is subject to payment of all fees and charges.

When the completed enrolment form is received with fees, the student is allocated a permanent identification number. This student identification number is required for any certificates to be issued on completion of the course.

Financial Standards

Casey College of Beauty Therapy:

- a) Adopts sound business and financial planning systems.
- b) Has fair, equitable and transparent fees, charges and refund policies which are made available to the public and to all students prior to enrolment.
- c) Will have its accounts certified by a qualified Accountant to Australian Accounting Standards at least annually.
- d) Will provide a certificate of accounts to its registering body upon request.
- e) Upon request from its registering body, will provide a full audit report on Casey College of Beauty Therapy's financial accounts from a qualified and independent accountant.

Legal Obligations

Casey College of Beauty Therapy:

- a) Maintains adequate, current and appropriate insurance and registration.
- b) Complies with all laws relevant to operation of its business. Casey College of Beauty Therapy maintains a register of all applicable laws and legislation.
- c) Allows government departments or their agents' access to training records, delivery locations and staff for auditing purposes when required, in line with privacy and confidentiality principles.
- d) Will keep records of competency completion for a period of at least thirty (30) years.

- e) Will manage the transition from superseded Training Packages within twelve (12) months of their publication on the National Training Information Service in line with the requirements of the AQTF2021. Casey College of Beauty Therapy will appropriately manage the transition from superseded accredited courses so that it delivers only currently accredited courses.

Important Information for Students Receiving Centrelink Payments

College Qualifications are approved by Centrelink. For further information contact Centerlink. When submitting an application form for these benefits you may be asked to provide proof of your enrolment. Upon request, our Student Support Centre will be happy to supply you with a letter confirming your course commencement date and student number.

If you are receiving Centrelink benefits while you are completing your studies, you should be aware that Centrelink has very firm guidelines regarding a student's obligations. It is extremely important to remember that if you do not meet your obligations you will probably be asked to pay back some of the benefits that you have received, so it is important to take a note of these guidelines. The College recommends that students who cannot meet their obligations for whatever reason (illness, special circumstances) contact Centrelink as soon as possible.

If your study commitment changes and you will no longer be studying as a full time student, you must advise Centrelink as soon as possible. Centrelink will ask to be reimbursed for any payments received during the lapse of ceasing as a full time student and notifying them that this has occurred.

Please note that if you withdraw from the course, miss classes or not contact us regarding your attendance, Casey College will contact Centrelink to inform them immediately. This enables Centrelink to adjust your payments accordingly or request that you to pay back some of the benefits that you have received from them.

VET Student Loans (VETSL)

VET Student Loans (VETSL) is a scheme provided by the Australian Government to enable eligible full-fee paying students the opportunity to apply for a loan. VET STUDENT LOAN (VETSL) assists eligible full fee-paying students undertaking the SHB50121 Diploma of Beauty Therapy to pay a \$16,788 + 20% (2023) contribution towards students tuition fees. This loan is to assist in the payment of all or part of a student's tuition fees for a VET course of study in which the student is enrolled). You can find out more about VET Student Loans at: <http://studyassist.gov.au/sites/studyassist/vet%20student%20loans/pages/vet%20student%20loans> and <https://www.education.gov.au/vet-student-loans>

You are required to read all available information on VET Student Loans prior to enrolling. All information will be provided to you an explained prior to you enrolling into the SHB50121 Diploma of Beauty Therapy <https://www.caseycollegeofbeauty.vic.edu.au/vet-student-loans>

Student Code of Conduct

Students' Rights

All students have the right to:

- a) Be treated fairly and with respect by all students and staff.
- b) Not be harassed, victimized or discriminated against on any basis.
- c) Students under 18 years old to feel safe and protected when studying at Casey College
- d) Learn in a supportive environment which is free from harassment, discrimination and victimization.
- e) Learn in a healthy and safe environment where the risks to personal health and safety are managed and minimized.
- f) Have their personal details and records kept private and secure according to our Privacy and Personal Information Policy.
- g) Access the information Casey College of Beauty Therapy holds about them.
- h) Have their complaints dealt with fairly, promptly, confidentially and without retribution.
- i) Make appeals about procedural and assessment decisions.
- j) Receive training, assessment and support services that meet their individual needs.
- k) Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- l) Access the support they need to effectively participate in their training program.
- m) Provide feedback to Casey College of Beauty Therapy on the client services, training, assessment and support services they receive.
- n) Receive their Certificate and Statement of Academic Record upon completion of the course requirements and finalisation of fees, or obtain a statement of attainment (for units fully completed and finalisation of fees) upon withdrawal from the course.

Students' Responsibilities

All students, throughout their training and involvement with Casey College of Beauty Therapy, are expected to:

- a) Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- b) Not harass, victimize, discriminate against or disrupt others.
- c) Treat all others and their property with respect.
- d) Respect the opinions and backgrounds of others.
- e) Follow all safety policies and procedures as directed by staff.
- f) Understand the importance of safety for young students under 18 years old – in line with the Policies and procedures for Child Safety and Wellbeing Standards
- g) Report any perceived safety risks as they become known.

- h) Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- i) Notify us if any of their personal or contact details change.
- j) Provide relevant and accurate information to Casey College of Beauty Therapy in a timely manner.
- k) Approach their course with due personal commitment and integrity.
- l) Complete all assessment tasks, learning activities and assignments honestly and without plagiarism.
- m) Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet.
- n) Make regular contact with their Trainer/Assessor.
- o) Progress steadily through their course in line with their training plan.
- p) Prepare appropriately for all assessment tasks, visits and training sessions.
- q) Notify Casey College of Beauty Therapy if any difficulties arise as part of their involvement in the program.
- r) Notify Casey College of Beauty Therapy if they are unable to attend a visit or training session for any reason at least twenty-four (24) hours prior to the commencement of the activity.
- s) Refrain from smoking at training venues and on the premises of Casey College of Beauty Therapy.
- t) Make payments for their training within agreed timeframes.

Rules and Regulations

The following apply to all persons, staff and students:

- An individual's property is to be respected and not interfered with without prior consent. Look after your own possessions. CCBT accepts no responsibility for personal property lost or stolen while attending training sessions.
- Nobody has the right to interfere with another's ability to learn through disruption of classes or harassment of any kind.
- Adhere to the Child Safe Standards at all times
- No harassment or publications that may be damaging or hurtful to staff or students on Social Media
- No aggressive physical contact or verbal abuse is to occur between any persons.
- Smoking is not permitted inside training facilities.
- Drinking alcohol is not permitted inside training facilities.
- Eating or drinking is not permitted in any space other than the designated areas.
- Clothing and behaviour should be appropriate and not cause offence to anyone.
- Mobile phones are to be turned off during classes and in study areas.

Harassment

Casey College of Beauty Therapy will not tolerate Harassment in our training organisation. If a student is feeling threatened, we understand you will not be able to strive and succeed to the best of your ability. Therefore if you are in any way feeling threatened or harassed, please report this to your trainer immediately. This includes harassment from

anyone that is or was connected to Casey College. This will ensure the training environment is free from any behavior associated with this.

If the Student Code of Conduct or Rules and Regulations are not complied with, the following procedure will take place:

- A staff member of Casey College of Beauty Therapy will contact the student to discuss the issue or behavior and try and rectify the situation. The outcome of this meeting will then be documented and signed by both parties and kept in the student’s file.
- If the behavior continues, students will be invited to attend an interview with the RTO Manager of Casey College of Beauty Therapy to discuss the issue in further detail. The outcome of this meeting will also be documented in the same manner as above.
- If the behavior continues, the student will be given a final warning in writing and be given a time frame in which to rectify the issue.
- If the student’s behavior continues after this time, training services will be withdrawn and the student will be notified of this in writing.
- At any time throughout the above procedure, the student will be able to access the grievance procedure to settle any issues.

Uniform requirements

Casey College of Beauty Therapy requires students to wear a College uniform. The cost of the uniform is to be paid by the student.

The uniform is required to be worn at all times during the training process. The uniform will be appropriate to the nature of work being performed and will meet all Occupational Health and Safety standards.

Black pants and black closed in shoes must be worn; no colored socks or shoes. During summer ¾ pants may be worn but no skirts. During winter, a black ¾ top is permitted under the college tunic (the top must be black).

Hair must be pulled back entirely off face and make up on.

If the uniform is not worn at all times during College attendance, the student will be asked to leave. Please refer to the Uniform Policy which will be handed out to you.

Textbooks

Textbooks are an additional cost to the student. These are compulsory for your qualification for Beauty and for Hairdressing. The following textbooks are required for the following qualifications:

Qualification	Additional Text Requirement
Certificate III in Beauty Services	NA Text required
Certificate IV in Beauty Therapy	No Text required
Diploma of Beauty Therapy	Cengage “Professional Beauty Therapy” (optional)
Certificate III in Nail Technology	No Text required

Excursions

Throughout the year CCBT students will be required to attend the following excursions as part of college requirements at their own expense these include but are not limited to:

- Beauty and Hair Expo
- Peninsula Hot Springs Excursion (Diploma Beauty Students)

- Dermalogica Institute
- Caron Product Knowledge
- Lycon Workshops
- Kroylan Makeup Workshop
- Litya Product Knowledge
- ASAP Product Knowledge
- Steiner Cruise ships
- Lish nails incursion
- Tui Balm incursion
- Graduation Ceremony

Discipline Policy

Students at all times must maintain appropriate behaviour and follow CCBT rules. All students over the age of 18 must adhere to the Child Safe Policies and Procedures. Penalties for breaches of rules or unsuitable or disruptive behaviour will be imposed depending on the nature and severity of the breach. In the case of minor breaches, a warning will be given and penalties imposed for subsequent breaches. In the case of major or repeated breaches, penalties may be imposed immediately and the student may be requested to leave the course. The CEO/RTO Manager will handle all disciplinary matters.

Attendance and Absences

Casey College of Beauty Therapy requires all students to maintain an 80% attendance rate for each class, inclusive of all supported absences. It is the student's responsibility to notify CCBT of any absence prior to a class commencing. Students are required to call 1300 711 072 prior to 9:15 am or 5:45 pm.

A student absence will be noted on the Class Roll. For an absence to be deemed a supported absence a student must supply a medical certificate of letter of explanation of special circumstance immediately after the absence occurs. Unsupported absences will be noted on the Class Roll. If 2 consecutive unsupported absences are noted, the student will be withdrawn from the unit without further notification and with no refund or credit to a Payment Plan Agreement. In order to re-commence in the unit, the student will be required to enrol at an additional up-front cost.

VSL Students -Please note if you are a VET Student Loan student you will need to refer to the VSL 4 - Student Withdrawal and Deferral from Study Policy and Procedure and the VSL2.2 -Fees and Charges Policy and Procedure-2018, VSL-Re-Credit-Policy-and-Procedure-2018 as the Withdrawal process is different for VET Student Loan Students. All these can be found on our website <https://www.caseycollegeofbeauty.vic.edu.au/vet-student-loans>

Failure to attend 80% of classes for a unit will result in an outcome of 'withdrawn' with no refund or credit to a Payment Plan Agreement. In order to undertake the unit a second time, the student will be required to re-enrol at an additional up-front cost. *Please note if you are a VET Student Loan student you will need to refer to the VSL 4 - Student Withdrawal and deferral from Study Policy and Procedure, VSL-Re-Credit-Policy-and-Procedure-2018 and the VSL2.2 - Fees and Charges Policy and Procedure-2018 as the Withdrawal process is different for VET Student Loan Students.* <https://www.caseycollegeofbeauty.vic.edu.au/vet-student-loans>

Quality Assurance & Continuous Improvement

The following is an excerpt of Casey College of Beauty Therapy's Quality Assurance and Continuous Improvement Policy. For a full copy of this policy, please request a copy from our office.

Casey College of Beauty Therapy has an evidence-based and outcomes-focused approach to maintaining quality practices within its business.

Quality is assured in all aspects of the business, in particular training and assessment services, client services and the management of Casey College of Beauty Therapy's own operations.

Feedback from internal and external stakeholders is systematically and regularly collected, collated and analysed and the outcomes are used to monitor and improve business operations.

Casey College of Beauty Therapy uses the following business occurrences to collect invaluable feedback from clients, staff and/or stakeholders:

- a) course, client and class evaluation surveys/ questionnaires;
- b) learner engagement and employer satisfaction surveys;
- c) interviews, focus groups and consultations with students, employers, industry organisations and licensing bodies;
- d) face to face contact between trainers/assessors and students;
- e) complaints and appeals;
- f) internal audit reports and organisational self-assessments;
- g) staff performance appraisal and self-assessment reports;
- h) internal staff meetings;
- i) moderation and validation exercises; and
- j) other interactions with stakeholders.

Students, prospective students and other clients are invited to provide their feedback on any aspect of our services at any time. Feedback can be provided in person, over the phone or in writing. All feedback received will be used in Casey College of Beauty Therapy's feedback and continuous improvement cycle.

Casey College of Beauty Therapy considers all experiences an opportunity to learn, reflect and improve. Self reflection and evaluation plays a key role in the organisation's continuous improvement and all managers and staff are actively encouraged to participate in continuous improvement processes.

In line with the requirements of the Australian Quality Training Framework (AQTF) Conditions and Standards and 2016 VRQA Guidelines, Casey College of Beauty Therapy collects and uses data on the three Quality Indicators endorsed by the National Quality Council to gauge its own performance. The three endorsed indicators are:

- a) Learner Engagement
- b) Employer Satisfaction
- c) Competency Completion

Reports from the Quality Indicator feedback collection tools will be used by Casey College of Beauty Therapy to monitor and benchmark its performance at regular intervals. This allows identification of:

- a) Areas that need improvement;
- b) Areas where performance is getting weaker;
- c) Improvement targets; and
- d) Whether the improvement plan is working.

Students and their employers (where appropriate) are asked to participate in this process by completing the learner engagement or employer satisfaction surveys when they are circulated in April of each year. These will be sent to you by mail or email. Your completion of this survey helps us to monitor our performance, better understand your needs as well as provide a report to the Australian government on how well we're doing as a registered training organisation.

Student Selection, Enrolment and Orientation

Student Selection

Student selection will be responsible, ethical and consistent with any training package requirements at all times. CCBT is committed to non-discrimination in any form and at all times complies with equal opportunity and anti-discrimination legislation. A pre-training review will be conducted as well as a Literacy and Numeracy Test. You will be provided with all information for Enrolment during the formal interview that all students are required to attend. There may be prerequisites before commencing a program due to health and safety or language requirements or the nature of the program. Appropriately qualified persons will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on the applicant's qualifications and proficiencies. Participation in training is subject to payment of all fees and charges. **VSL Students** - Please note if you are a VET Student Loan student you will need to refer to the "Recruitment and Application Policy and Procedure, Enrolment and Admission Policy and Procedure - VET STUDENT Loans as the enrolment process is different for VET Student Loan Students. <https://www.caseycollegeofbeauty.vic.edu.au/vet-student-loans>

When the completed enrolment form is received with a deposit, the student is allocated a permanent identification number. This student identification number is required for any certificates to be issued on completion of the course.

Enrolment

The enrolment process allows Casey College of Beauty Therapy to plan constructive training resources and facilities to best meet the needs of its students as well as meeting all legislative requirements within a specific time.

Students enrolling with Casey College of Beauty Therapy are required to complete all parts of the enrolment form so that the College is able to provide excellence in training and student satisfaction. The enrolment form is signed and dated by the Course Consultant to confirm availability of the course subjects. It also confirms that all required information has been obtained from the student.

All enrolment data is stored in your student file and kept confidential. The College accepts and ensures all students right to privacy. For young students under 18 years of age, the guardians are communicated with prior, during and post Enrolment of the student as part of the Child Safe Standards.

The Training Manager opens a confidential student record file. The student is advised that this is a confidential file and will only be accessed by the student personally or the trainers connected with their course.

If course fees are received as per the students individual Payment Plan, the enrolment form and the funds are processed and receipted. If a deposit is received, arrangements for the payment of the balance are made before proceeding with the student's enrolment.

VSL Students - Please note if you are a VET Student Loan student you will need to refer to the Enrolment and Admission Policy and Procedure - VET STUDENT Loans as the enrolment process is different for VET Student Loan Students. <https://www.caseycollegeofbeauty.vic.edu.au/vet-student-loans>

Withdrawal/Deferment

All Withdrawal from any courses at CCBT should be made in writing (Please request a form from admin). Please refer to the Refund and PP Agreement, Terms and Conditions Policy for further information.

VSL Students -Please note if you are a VET Student Loan student you will need to refer to the VSL 4 - Student Withdrawal and Deferral from Study Policy and Procedure and the VSL2.2 -Fees and Charges Policy and Procedure-2018, VSL-Re-Credit-Policy-and-Procedure as the Withdrawal process is different for VET Student Loan Students. The Policy and Procedures as well as the forms are available on our website under VET Student Loans. <https://www.caseycollegeofbeauty.vic.edu.au/vet-student-loans>

Orientation

A student orientation program will be run for all new students commencing training with Casey College of Beauty Therapy. The orientation process will involve the following:

- Facilities and equipment
- Course material for specific course enrolment
- Competencies to be achieved
- Student Handbook
- Child Safety and wellbeing standards
- Learning and Assessment
- Attendance and absence requirements
- Student Code of Conduct and Rules and Regulations
- Disciplinary procedures
- Recognition of Prior Learning (RPL), Recognition of Current Competency (RCC), mutual recognition, access and equity, complaints process and privacy
- Special needs and considerations and support for learning or physical disabilities and flexible learning
- Provision for language, literacy and numeracy assessment
- Student support, including any external support for clients
- Welfare and guidance services
- Complaints and appeals procedures
- Certification to be issued to the student on completion or partial completion of the course
- Fees and Charges and Refunds Policy – Please note for VSL students refer to the VSL2.2 -Fees and Charges Policy and Procedure and VSL 2-Re-Credit-Policy-and-Procedure
- Student Safety and Emergency Evacuation Procedure

Language, Literacy and Numeracy

Students enrolling at Casey College of Beauty Therapy will, where appropriate, be assessed for language, literacy and numeracy skills.

Any student requiring any assistance or support with language, literacy and numeracy should discuss this with their educator. Reasonable and affordable modifications can be made to learning and assessment strategies to meet the specific learner needs. Staff may be able to assist students to access additional tutoring and training in this area and if necessary, students may be referred to organisations that can provide specific assistance in this area.

Students may be assessed in order to ascertain if their Literacy and Numeracy skills are sufficient to successfully undertake the training program. This is usually via interview or completion of an exercise contained in the proposed

training program. After completing the LLN Assessment, students are required to complete an LLN Feedback Form. If any LLN issues are identified, then the training program will be modified accordingly.

Those who require further assessment or remedial support will be referred to a qualified expert. Any costs incurred will be the responsibility of the student.

Please note if you are a VET Student Loan student you will need to refer to the VSL1 – Enrolment and Admission Policy and Procedure - VET STUDENT Loans as the enrolment process is different for VET Student Loan Students.

<https://www.caseycollegeofbeauty.vic.edu.au/vet-student-loans>

Credit Transfers

The following is an excerpt of Casey College of Beauty Therapy's Recognition of Qualifications and Courses Policy. For a full copy of this policy, please request a copy from our office.

Casey College of Beauty Therapy recognises all nationally recognised qualifications and units of competency issued by Registered Training Organisations in Australia.

Credit Transfers will be granted for any units that have been previously attained and are matched to a unit within a student's current enrolment; or where units from a preceding training package are seen to be equivalent as documented by the Training Package guidelines.

Units that are not able to be directly matched will be reviewed to determine whether the content from units previously attained aligns with content within the remaining units of the student's course.

Recognition of Prior Learning (RPL) and Recognition of Current Competency (RCC)

Students that believe they have already gained some of the competencies required for a specific course are entitled to apply for Recognition of Prior Learning. RPL will be completed after enrolment and payment of deposit.

CCBT advises all applicants of RPL opportunities and procedures on enrolment. The performance criteria of the course module sets the RPL benchmarks.

Evidence for credit of prior learning may include:

- evidence of current competence;
- performance, demonstration, or skills test;
- workplace or other pertinent observation;
- oral presentation;
- portfolio, logbook, task book, projects or assignments;
- written presentation;
- interview;
- simulations.

There are a number of stages in an RPL application.

1. Information stage;
2. Initial support & counselling stage;
3. Application stage;
4. Assessment stage;
5. Post-assessment guidance stage;
6. Certification stage.
7. A candidate may appeal an unsuccessful claim. (See Complaints.)

The RPL process is managed by the Student Services Manager. A candidate may receive recognition for all competencies required for the course module or recognition of high standing. High standing recognition indicates that

some but not all competencies for the course module have been attained. The benchmarks for RPL are the learning outcomes of the module.

Candidates are charged for the unit when making application for RPL assessment as per the Course Outline unit costs.

Evidence considered for assessment is the Application Form plus a wide range of supporting evidence. Initial assessments are conducted with candidates self-assessing against the learning outcomes of the modules. Assessments are evaluated by the RTO Coordinator or a panel consisting of a course/subject expert and the RTO Coordinator.

If further evidence is required then this is negotiated with the candidate.

The process may take any practical form consistent with the assessment criteria for the claimed competencies and the principles of validity, reliability, fairness and flexibility. It may include a further interview, written assignment, workplace assessment or collection of other material. Assessment must be conducted by a qualified assessor.

The RPL applicant is advised promptly of the RPL outcome. If the application is not successful, the reasons are given and unsuccessful applicants are advised of the appeal mechanisms. "Top up" learning options prior to a second assessment will be suggested. "Competent" is recorded on the student's record if recognition is granted.

Casey College of Beauty Therapy has a comprehensive Recognition of Prior Learning (RPL) process for all courses and units within its scope of registration. All students will be provided with information on RPL prior to enrolment and offered the opportunity to take up this option during the enrolment process.

RPL can occur at any time during a course; however, it is best to commence the process at the start of a course to ensure appropriate arrangements are made for any training that may be required. Once training has commenced on a particular unit however, RPL is no longer available.

The RPL processes used by Casey College of Beauty Therapy are designed to minimize the amount of paper-based evidence required and incorporate 'competency conversations' and verification from third parties to form the basis of the evidence used in the RPL process. This ensures the RPL process is an accessible option for candidates who are appropriately skilled and experienced.

Students are provided with information regarding RCC on the day of the formal interview prior to enrolment.

Access, Equity, and Anti-Discrimination

The following is an excerpt of Casey College of Beauty Therapy's Access, Equity and Anti-Discrimination Policy. For a full copy of this policy, please visit our website or request a copy from our office.

Casey College of Beauty Therapy is committed to ensuring that:

- Access and equity principles are applied to all aspects of its operations, promoting full and equal opportunities for all students, prospective students and other clients.
- No person is discriminated against, harassed or treated unfairly in their dealings with Casey College of Beauty Therapy.
- Each student has access to the level of support required to enable them to reach their full potential without it causing unjustifiable hardship to the organisation or the student.
- It complies with relevant Equal Opportunity legislation and Anti-Discrimination Acts.

Casey College of Beauty Therapy recognises and values the individual differences of its students and the community and recognises that students come into its programs with a wealth of personal knowledge and life experiences.

Casey College of Beauty Therapy promotes an inclusive training environment and recognises that diversity is an opportunity to enrich and extend opportunities for all.

Casey College of Beauty Therapy creates an inclusive environment for all people regardless of their background by:

- Providing a welcoming and supportive training community.
- Offering flexibility in training and assessment.
- Providing reasonable adjustments to training and assessment activities.
- Having open recruitment and selection procedures.
- Determining the needs of all individuals upon engagement with the organisation.
- Providing students and clients access to a range of support services.

In accordance with legislation, no person or organisation will be treated unfairly or discriminated against on the basis of age, colour, race, gender, religious or political conviction, sexuality, ability or disability, location, family responsibilities, membership or non-membership of an association or for any other stereotypical or illegal reason.

Casey College of Beauty Therapy is committed to providing all people with an environment free from all forms of harassment. Casey College of Beauty Therapy will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

The principles and practices adopted by Casey College of Beauty Therapy aim to ensure, that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with Casey College of Beauty Therapy.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

Casey College of Beauty Therapy provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

Casey College of Beauty Therapy provides equitable access to training and education services by:

- Offering culturally appropriate teaching resources that are relevant to participant needs and circumstances.
- Referring students to support and counselling services where needed.
- Offering a wide range of course and learning options.
- Assisting students to arrange additional services if required such as interpreters or trained note takers.
- Providing courses that are self-paced and flexibly delivered.
- Encouraging participants to be involved in their own feedback and decision making processes regarding realistic goals and progress.

Student Support Policy

The following is an excerpt of Casey College of Beauty Therapy's Student Support Policy. For a full copy of this policy, please request a copy from our office.

Support Philosophy

Casey College of Beauty Therapy is committed to ensuring that all students receive adequate learning support to ensure their full potential is reached. Therefore, Casey College of Beauty Therapy ensures that:

- a) The learning and support needs of all students is assessed upon entry into a program.
- b) All students are aware of how to access the services they require to successfully complete their training and assessment program.
- c) Feedback is collected about Casey College of Beauty Therapy's provision of support services and the feedback is systematically collated, analysed and used to improve training services.

Needs Identification

Students' needs are identified upon entry into their course of study. Information to make this assessment is gathered through:

- a) Information provided by the student on the application and/or enrolment forms.
- b) Assessment of the formal language, literacy and numeracy skills test which is given to each student upon commencement of the course.
- c) Discussion with the student during their induction to the program.
- d) Gathering information about each student's prior formal and informal learning and encouraging them to seek recognition for this through the RPL and RCC process.
- e) Developing an individual training and assessment record for each student during the initial stages of a qualification.

Learning Support

All students are provided with a range of learning support options and resources to help them achieve competency. This includes:

- a) Mentoring from appropriately qualified trainers
- b) Classes, tutorials and workshops – these may be optional depending on the student's course of study.
- c) Job placement assistance for those participating in courses that require practical placement.
- d) A range of short course training programs that may be complementary to full qualification courses.
- e) Online support and exercises for some courses.
- f) Computer and technology support.
- g) Referral to external support services.

Additional Support Services

Casey College of Beauty Therapy recognises that all people learn differently and acknowledge that some students may require additional support. Additional support will be provided for any students experiencing:

- a) disability and access issues;
- b) language barriers;
- c) language, literacy and numeracy issues;
- d) employment issues; and/or
- e) any other issues that may affect their ability to achieve their training goals.

Provision of additional support services will be provided where necessary to enable students to participate in the same way as any other person regardless of whether support services have been required.

Where there is perceived difficulty in achieving learning goals, the trainer will discuss these issues with the student. The student will be provided with information about possible alternative pathways, additional tools and resources available, and options and choices for accessing a supportive network. The information provided will vary depending on the individual needs of the student.

Support Services

Should you require additional support during the term of your course, please advise your Trainer / Assessor who will endeavour to refer you to an appropriate support service. If you require assistance or help with your studies or need support at Casey College we offer.

- Personal and Educational support services
- Helping students with studies –
- Ongoing feedback will be provided as you study through: Interaction with teachers in informal discussions
- In response to individual queries and in relation to tasks you complete
- Oral questioning for theoretical exams
- 1 on 1 assistance and guidance with practical sessions
- Extra learning sessions
- Extensions may be granted on assessments due

Whether continuing or returning to study, many students experience changes in their personal lives, their careers and the way they think about the future. Understanding and adjusting to these challenges is not always easy.

Some of the reasons students seek counselling include:

- work or study problems
- study skills
- lack of motivation or direction
- stress

- depression
- anxiety
- loneliness or homesickness
- loss and grief
- relationships
- family difficulties
- financial pressures
- drug or alcohol concerns

Student support services assist candidates facing a range of barriers to learning to achieve their educational and developmental potential by providing a range of strategies and specialised support at the individual and group levels.

- respond to emerging student wellbeing needs and contribute to identified school and network priorities
- respond to critical incidents involving students, staff and school communities facilitate and strengthen partnerships

Personal Support:

1. Communication
2. Emotional Support
3. Learning Assistance Procedure-
 - Trainer or Assessor is notified of support services needed
 - Student Services Manager meets with the student to establish what support is needed
 - Strategies are implemented to assist the student
 - Emotional support is given to the student in the way of communication and establishing exactly what the student is feeling and how CCBT can support them.
 - A strategy plan is then implemented to meet the learners needs and to assist them with their individual needs
 - If learning assistance is needed- The trainer of the individual unit/s meets with the student along with the student services manager to construct an individual learning plan that will support the candidate.
 - If the candidate needs additional learning support, the following may be implemented:

Casey College of Beauty Therapy offers a free training support service available all students who have any questions or difficulties regarding their current training or employment as well as their future career development. The service aims to provide students with the information they need to help their own academic and career path. Our staff can assist you with questions regarding training and career pathways and opportunities, personal development opportunities, work placement and/or any other training / industry related questions.

This service offers practical answers to most of the questions and challenges faced by students in relation to their training and/or career. We are here to help and will always try to source the information you need to feel supported or refer you to an appropriate internal or external service if required.

We will respect your right to privacy. Any information disclosed will remain strictly confidential.

For our Training Support Service call 1300 711 072 during office hours from Mon-9.00am-4.00pm

External Support Services

Reading and Writing Hotline

Telephone: 1300 655 506 Website: <http://www.literacyline.edu.au/index.html>

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

Centrelink

Telephone: 131021 Website: www.centrelink.gov.au

You may be eligible for funding assistance if you receive one of the following:

- Pensioner Supplement Allowance
- ABSTUDY *course dependent
- AUSTUDY
- Youth Allowance

Australian Apprenticeship Centres (AAC)

Telephone: 1800 639 629 Website: <http://australianapprenticeships.gov.au>

Australian Apprenticeship Centres handle all matters related to traineeships and apprenticeships. If you are a trainee or apprentice, some language, literacy and numeracy courses attract government subsidies. Talk to your AAC about this now.

The Victorian Equal Opportunity & Human Rights Commission

Telephone: (03) 9281 7100 Website: <http://www.equalopportunitycommission.vic.gov.au/home.asp>

The Commission's can resolve individual complaints about discrimination, sexual harassment and racial and religious vilification by offering a conciliation process that is confidential, impartial, free, and simple.

Legal Aid Victoria

Telephone: 1800 677 402 Website: <http://www.legalaid.vic.gov.au>

Victoria Legal Aid helps people with their legal problems and focuses on helping and protecting the rights of socially and economically disadvantaged Victorians. It can provide assistance in the areas criminal law, family law and some civil law matters. Legal representation is subject to policy guidelines and means tests in most cases. They have lawyers in offices in most major metropolitan and country regions.

Disability Rights Victoria

Telephone: 1800 462 480

Disability Rights Victoria is an advocacy organisation directed by people with a disability. They work with and on behalf of adults with a disability. They provide individual advocacy, information and support to people with a disability via our network of advocates located across Victoria. This support may include making representation on behalf of individuals with a disability, helping individuals to advocate for themselves or helping others to advocate for them.

Lifeline

Telephone: 13 11 14

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

Kids Help Line

Telephone: 1800 55 1800 Website: www.kidshelpline.com.au

If you're under 18 years of age you may consider contacting who provide access to telephone, web and email counselling.

Fair Work Australia

Telephone: 1300 799 675 Website: www.fwa.gov.au/index.cfm

Fair Work Australia is the national workplace relations tribunal. It is an independent body with power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.

Reach Out

Website: www.reachout.com.au

Reach Out is a web-based service that inspires young people to help themselves through tough times, and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

Disputes Settlement Centre of Victoria

4/456 Lonsdale St
Melbourne Vic 300
Ph: 1300 372 888
Email: dscv@justice.vic.gov.au
<http://www.disputes.vic.gov.au/>

Resolution Institute

Level 1, 13-15 Bridge St, Sydney, NSW 2000
infoaus@resolution.institute
0292513366

Students can access the Academic Student Grievance Policy and Non Academic Student Grievance Policy and Procedure via the website or request a copy from reception.

Legislation

All students are required to be aware of their responsibilities under Commonwealth, State and/or Territory legislation and regulation that applies due to their participation in vocational education and training with Casey College of Beauty Therapy.

The following legislation applies to you during your participation in your course. If you are unsure what obligations these place on you, please call our office or ask your trainer/assessor.

The various acts are held on site and are accessible on the Internet at www.legislation.qld.gov.au or at the Australian Legal Information Institute web site: www.austlii.edu.au. Staff and students should keep aware of the above requirements through such means as orientation, staff and student meetings, handbooks, bulletins and noticeboards.

The following legislation applies to you during your participation in your course. If you are unsure what obligations these place on you, please call our office or ask your trainer/assessor.

This Student Code of Conduct is informed by the following pieces of legislation, with which all students must comply

Commonwealth

- National Vocational Education and Training Regulator Act 2011
- Education and Training Reform Act 2006 and the RTO Standards (as that term is defined in the Education and Training Reform Act 2006)
- ESOS Act 2000
- Privacy Act 1988
- Australian Privacy Principles (APPs) 2012
- Privacy Amendment (Private Sector) Act 2001
- Privacy Amendment (Enhancing Privacy Protection) Act 2012 which amends the Privacy Act 1988
- Vet Student Loans Act 2016
- Vet Student Loans Rules 2016
- Vet Student Loans (Courses and Loans Caps) Determination 2016
- VET Student Loans Determination 2017
- Student Identifier Act 2014
- Higher Education Support Act 2003
- Privacy Amendment (Enhancing Privacy Protection) Act 2012, which amends the Privacy Act 1988.
- Copyright Act 2000
- Freedom of Information Act 1982
- Occupational Health and Safety Act 1991
- National Health Act 1974
- Disability Discrimination Act – Education Standards 2005
- Workplace Health and Safety Act 1995
- Workplace Injury Management and Workers' Compensation Act 1998
- Standards for Registered Training Organisations 2015
- Standards for VET Regulators 2015
- Anti-Discrimination Act 1991
- Equal Employment Opportunity 1987

Victoria

- Anti-Discrimination Act
- Equal Opportunity Act 2010
- Information Privacy Act 2000
- Child Safety Standards
- Victorian Qualifications Authority Act 2000
- Occupational Health And Safety Act 2004
- Working With Children Act 2005
- Public Records Act 973

Communication of changes to legislation

During your enrolment interview and the time studying at Casey College of Beauty Therapy there will be changes regarding state legislation, training bodies and specific industry changes. The relevant changes that impact your enrolment with the College will be communicated via the CCBT newsletter. Staff will also be notified each month at monthly staff meetings, so further details can be accessed from your trainer or the CEO/RTO Manager.

Quality Training Policy

The following is an excerpt of Casey College of Beauty Therapy's Quality Training Policy. For a full copy of this policy, please request a copy from our office.

Quality Training

Casey College of Beauty Therapy will ensure that all training services provided are of the highest quality possible and are reflective of current industry trends and employer expectations. This is achieved by ensuring that:

- a) Training is delivered by appropriately qualified trainers who have extensive industry experience.
- b) All training products used and/or developed meet the requirements of the appropriate Training Package or Course Curriculum Guidelines.
- c) All training products used and/or developed are reviewed before use by the organisation's personnel for quality, accuracy and currency.
- d) All courses are developed in consultation with industry experts.
- e) All courses are developed in line with the organisation's Course Development Policy which ensures compliance with the Australian Quality Training Framework (AQTF).
- f) Feedback is collected about all training products and services and the feedback is systematically collated, analysed and used to improve the quality of training and education services provided.
- g) Training is delivered flexibly with a variety of options made available to students about the way they learn and the resources they use to achieve competency.
- h) The individual learning and support needs of all students are identified upon entry into a course.
- i) All trainers regularly participate in moderation and validation of the units and courses of which they deliver.
- j) All units and courses are moderated and validated at least every 6 months and outcomes of these exercises are used to improve training services and products.
- k) All classes are delivered according to a documented session plan and supporting materials which have been reviewed and approved by the appropriate manager.

Training Philosophy

The training philosophy held by Casey College of Beauty Therapy is that students learn best by doing and gaining practical experience in real situations. Therefore, where possible, training practices will reflect and incorporate the real work experiences and examples of students and trainers, as well as the workplace environment that students can expect for the industry in which they are learning about.

In workplace based courses, learning tasks will be centred on tasks that would normally be required within the workplace. Where possible and practical, training will include scenarios, case studies or workplace practice that reflect the actual work environment and job-role requirements of the relative industry.

Training Processes

In general terms, training will be provided through:

- a) One-on-one mentoring by a qualified trainer – this may be either in class, over the phone, in the workplace, over the internet or by email depending on the student's mode of study.
- b) Classes, tutorials and workshops – these may be optional or a compulsory requirement depending on the student's mode of study.
- c) Student Salon Days are compulsory and a schedule will be provided for you
- d) Student Placement is compulsory
- e) Workplace experience, observations and/or practice.
- f) A third party from the workplace acting as a mentor and support person.
- g) Completion of exercises, case studies, class notes and reading materials.
- h) Completing online exercises, where appropriate.

Workplace Engagement

Casey College of Beauty Therapy will ensure that where possible, personnel from industry workplaces are engaged in the training and assessment processes of related students. This will apply particularly to those participating in on-the-job training and assessment through an employment, job placement or work experience situation.

Casey College of Beauty Therapy will ensure that each student receives adequate support from all parties by requiring workplace personnel to:

- a) Contribute to the development of a training and assessment plan.
- b) Participate in the delivery and monitoring of training and assessment.
- c) Provide feedback to Casey College of Beauty Therapy.

For any units that are to be delivered in the workplace, Casey College of Beauty Therapy will ensure that it has agreements with the appropriate number of workplaces who can provide hours of work that matches or exceeds the required hours of workplace delivery and assessment for the intended number of students undertaking work based training.

Reasonable Adjustment

Wherever possible, trainers/assessors will make reasonable adjustments to training and assessment processes to ensure that all people are treated equally in the training and assessment process. For more information please refer to the Assessment Policy.

Student Welfare

In order to protect the welfare of students and to ensure students have positive living, studying and working experiences, Casey College of Beauty Therapy:

- a) Does not permit or require students to attend scheduled classes (including time allocated for self paced or online studies) for more than eight (8) hours in any one day, unless there is a reasonable course-related reason to do so and the registering body has given specific written exemption which specifies the differing maximum hours for the course. Students will be notified where exemptions have been provided.
- b) Does not permit or require full time students to attend scheduled classes prior to 8.00am and/or after 10.00pm (including time allocated for self paced or online studies), unless there is a reasonable course-

related reason to do so and the registering body has given specific written exemption which approves a different schedule. Students will be notified and asked to sign an agreement to this arrangement in writing.

Due to Casey College of Beauty Therapy's operation after 6.00pm, on weekends, and because, facilities are based more than 500 meters from regular scheduled public transport, Casey College of Beauty Therapy has a student safety and security plan in place. This plan outlines the steps taken to mitigate the risk for students travelling to and from training venues and Casey College of Beauty Therapy's premises. This information will be provided to student prior to enrolment [and on page 32-33 of this handbook].

Feedback on Training

Casey College of Beauty Therapy collects formal and informal feedback from students about the training processes used throughout its qualifications, courses and units of competency.

The feedback collected will be used to bring about improvements to the course delivery methods, tools, and processes used by Casey College of Beauty Therapy.

Assessment Policy

The following is an excerpt of Casey College of Beauty Therapy's Assessment Policy. For a full copy of this policy, please request a copy from our office.

Ensuring Competency

Casey College of Beauty Therapy ensures that only students who hold the requisite skills and knowledge, as set out in the unit of competency, are marked as Competent. Casey College of Beauty Therapy does this by:

- a) Ensuring that its assessment processes meet the requirements of the Training Package or Accredited Course Guidelines.
- b) Ensuring its assessment processes is valid, fair, flexible, and reliable.
- c) Ensuring assessment processes are carried out in a way that is consistent with the Training and Assessment Strategy documented during course development and regularly updated.
- d) Providing comprehensive assessment tools and clear information to Trainers and Assessors.
- e) Ensuring its assessment processes effectively cover all dimensions of competency as outlined in the competency standards and assessment guidelines of each unit.
- f) Continually reviewing and improving assessment processes, tools and records.
- g) Having a planned schedule of moderation and validation activities that ensures all units are moderated and validated at least annually.
- h) Ensuring that assessors follow the rules of assessment and sight current, sufficient, authentic and valid evidence when forming their assessment decision.
- i) Implementing a Student Code of Conduct and a Student Plagiarism and Academic Collusion Policy with which all students must comply.

Qualifications of Trainers and Assessors

Casey College of Beauty Therapy ensures that all trainers and assessors hold the required qualifications and experience to deliver the qualifications, units of competency and courses with which they are involved. All trainers and assessors employed by the organisation will:

- a) Have the required training and assessment competencies as determined by the National Quality Council or its successors; and
- b) Hold the relevant vocational competencies or demonstrated equivalence to the competencies at least to the level they deliver and/or assess; and
- c) Maintain currency in industry skills directly related to the training and assessment they undertake; and
- d) Continue to develop their Vocational Education and Training (VET) sector knowledge and skills as well as their industry and trainer/assessor competence.

Role of Assessors

The role of an Assessor in assessing student work is to objectively assess a student's evidence and performance against the prescribed set of standards. In order to do this effectively, the assessor will be skilled in and have a sound knowledge of the industry area they are assessing.

The assessor will be a qualified and skilled assessor and will:

- a) Ensure student work meets the requirements of the competency standards.
- b) Ensure that evidence is valid, reliable, sufficient, authentic, current and consistent.
- c) Use their expertise to make a fair and object assessment decision.
- d) Provide constructive feedback to the student.

Moderation and Validation of Assessment

Casey College of Beauty Therapy ensures its trainers and assessors participate in regular moderation, validation and benchmarking activities to ensure their training practices and assessment decisions:

- a) Are consistent between assessors;
- b) Are valid, flexible, reliable and fair;
- c) Are based on evidence that is sufficient, authentic, valid and current; and

The assessment processes used by Casey College of Beauty Therapy includes the collection of a broad range of evidence for the assessor to base their decision on. In general terms, assessment tasks may require students to:

- a) Respond to oral questioning;
- b) Provide written responses to questions, scenarios and case studies - students may be given a range of options about the method in which they wish to provide the responses;
- c) Be observed using their skills, either in the workplace, in a simulated workplace environment or in the classroom where appropriate;
- d) Gather a folio of evidence;
- e) Prepare a presentation, essay, resource folder, research a topic and/or provide a report;
- f) Complete a workplace or practical placement logbook;
- g) Collect, analyse and/or prepare workplace documents;
- h) Complete an online test (where appropriate); and/or
- i) Seek a third party, from the workplace or other such organisation, to verify their skills (where appropriate).

Casey College of Beauty Therapy provides clear instructions to assessors on the processes of assessment used by Casey College of Beauty Therapy in its Assessment Procedures and its Staff Handbook.

Reasonable Adjustment

Wherever possible, assessors will make reasonable adjustments to training and assessment processes to ensure that all people are treated equally in the assessment process and that no person is disadvantaged due to a disability.

Assessment processes may be reasonably adjusted to accommodate the following, but not limited to these, groups:

- a) Students with English as a second language.
- b) Students with literacy or numeracy difficulties.
- c) Indigenous students.
- d) Students with sensory impairments.
- e) Students with physical or intellectual disabilities.

Reasonable adjustment may mean:

- a) Making training resources and methods accessible.
- b) Adapting physical facilities, environment and/or equipment.
- c) Making changes to the assessment arrangements.
- d) Making changes to the way evidence for assessment is gathered.

Casey College of Beauty Therapy will not disadvantage or discriminate against any person or organisation on any basis. To ensure this, Casey College of Beauty Therapy has developed, for all courses:

- a) Clearly set out instructions about the requirements of assessment for students;
- b) Clearly defined assessment criteria;
- c) Documented answer benchmarking guides;
- d) Clear and easy to follow assessment recording tools;
- e) A defined format to be used by students to submit their assessment tasks;
- f) A defined format to be used to provide students with feedback about their assessments; and
- g) Effective dispute resolution and assessment appeals processes which will be used to examine and investigate any issue of unfairness or disadvantage that is identified.

Casey College of Beauty Therapy takes preventative and corrective action to detect plagiarism, cheating and academic collusion as outlined in its Student Plagiarism, Cheating and Collusion Policy.

Information about Assessment

To ensure students can prepare appropriately for all assessments, students will be appropriately informed of the assessment arrangements for each unit of competency or cluster of units. Information about each unit's assessment requirements is provided in the Student learning guides and assessment booklets. Students will be:

- a) Informed of the arrangements, context and purpose of all assessment tasks at the commencement of the unit or cluster of units;

- b) Informed of the performance criteria against which they are being assessed; and
- c) Given advance warning of all assessment arrangements.

Feedback

Students will be given constructive feedback from their assessor on the outcomes of assessment and on opportunities for further development whenever it is identified.

Casey College of Beauty Therapy collects formal and informal feedback from students about the assessment processes used throughout its qualifications, courses and units of competency. The feedback collected will be used to bring about improvements to the course delivery methods, tools, and processes used by Casey College of Beauty Therapy.

Re-Assessment

Students may be re-assessed on their work before a unit of competency will be deemed 'Not Yet Competent'. Students may then re-enrol in the unit or make an appeal about the assessment decision by following the Complaints and Appeals Policy and Procedure.

Repeating Units of Study – Units of Competency

Students are required to repeat a Unit of Study/Unit of Competency in the event of receiving a Not Yet Competent for the Unit of Study/Unit of Competency (after a second attempt of assessment), not resubmitting/resitting your assessment for re-assessment within 5 days, or not completing the Unit of Study/Unit of Competency for any other reason.

When repeating a Unit of Study/Unit of Competency, students are liable for the full cost of the Unit of Study/Unit of Competency current at the time of re-enrolling in the Unit of Study/Unit of Competency. Eligible students are entitled to charge the tuition fee to a VET Student Loan for repeated Units of Study/Unit of Competency provided the repeated Unit of Study still contributes to the requirements of the course AND the student has sufficient balance remaining on the VET Student Loan cap applicable to the course they are enrolled in. A student will not be charged any fees without a prior meeting with the student and their approval.

To re-enrol into a Unit of Study/Unit of Competency, the student must email compliance@caseycollege.vic.edu.au making sure to include their student number and the unit to be repeated.

Assessment Appeals

Students can appeal an assessment decision up to twenty-one (21) days after the decision has been made. Assessment appeals can be made using the Complaints and Appeals Policy and Procedure. For Vet Student Loans (VETSL) students please refer to the VSL Academic Student grievance Policy and Procedure <https://www.caseycollegeofbeauty.vic.edu.au/vet-student-loans>

Recognition of Prior Learning

Casey College of Beauty Therapy has a comprehensive **Recognition of Prior Learning (RPL)** process for all courses and units within its scope of registration. All students will be provided with information on RPL prior to enrolment and offered the opportunity to take up this option during the enrolment process.

RPL can occur at any time during a course; however, it is best to commence the process at the start of a course to ensure appropriate arrangements are made for any training that may be required. Once training has commenced on a particular unit however, RPL is no longer available.

The RPL processes used by Casey College of Beauty Therapy are designed to minimize the amount of paper-based evidence required and incorporate 'competency conversations' and verification from third parties to form the basis of

the evidence used in the RPL process. This ensures the RPL process is an accessible option for candidates who are appropriately skilled and experienced.

Contextualisation of Assessment

Casey College of Beauty Therapy recognises the need for assessment processes, tools and methods to be contextualised from time to time to reflect the local outcomes required. When **contextualisation** is required, Casey College of Beauty Therapy will make the changes in line with the guidelines on contextualisation as set out in the relevant Training Package or Accredited Course Guidelines.

Trainers/Assessors may identify the need for contextualisation and may contact the Training Manager to organise the changes to the assessment tools, methods and/or processes.

Child Safety and Wellbeing Standards

The following is an excerpt of Casey College of Beauty Therapy's Child Safety and Wellbeing Policy. For a full copy of this policy, please request a copy from our office.

Casey College of Beauty Therapy Pty Ltd implements child safe practices to create a culture where the safety of children is promoted, child abuse is prevented, and allegations of child abuse is taken seriously and acted on. Our Policy and Procedures aim to help Casey College of Beauty Therapy to comply with the Child Safe Standards (the Standards) under the Child Wellbeing and Safety Act 2005 (Vic).

All persons tasked with the care of minor children (under the age of 18) must have a current Working With Children Check best practice that they undertake Child Safe Environment training.

Casey College of Beauty Therapy employees and contractors are aware of their responsibilities in relation to the protection of children as it applies to their engagement with Casey College of Beauty Therapy Pty Ltd

If any person in a position of authority within our organisation becomes aware of a substantial risk that a child may become the victim of a sexual offence committed by an adult associated with the organisation (for example, an employee, contractor or volunteer), and they have the power or responsibility to reduce or remove the risk, then they must take all reasonable steps to do so.

We require a Working with Children Check and referee checks for all staff and volunteers who have a role with children or have access to children's personal information. We require staff to have appropriate qualifications for their roles and check to make sure these qualifications are valid.

Complaints and reporting

All reports of child abuse and child safety concerns will be treated seriously, whether they are made by an adult or a child and whether they are about the conduct of an adult or a child. All complaints and child safety concerns will be responded to promptly and thoroughly.

Complaints can be emailed to support@caseycollege.vic.edu.au

If there is concern for the immediate safety of a child, immediately call 000.

For the Complaints Policy and Procedures refer to the website <https://www.caseycollegeofbeauty.vic.edu.au>

Code of Conduct

Casey College of Beauty Therapy has a Child Safe Code of Conduct. Staff/Trainers, volunteers and the management must comply with the Code of Conduct at all times. Breaches of the Code of Conduct may result in disciplinary action including termination of a person's involvement with the organisation.

All external contractors are also expected to abide by the Child Safe Code of Conduct, and where they are engaging with children will have to sign an agreement to comply with the code, prior to delivering any services.

Victorian government resources, links and references

- Secretariat of National Aboriginal and Islander Child Care (SNAICC) [Keeping our kids safe - SNAICC](#)
- A guide for Creating a Child Safe Organisation [CSSGuideFinalV4-Web-New.pdf \(ccyp.vic.gov.au\)](#)
- The Australian Human Rights Commission's e-learning module - [E-learning modules \(humanrights.gov.au\)](#)
- Empowerment and participation Guide [CCYP-Empowerment-and-participation-guide-for-Web.pdf](#)
- Victoria's new Child Safety Standards [Microsoft Word - New Child Safe Standards Information Sheet.DOCX \(ccyp.vic.gov.au\)](#)
- [CCYP | Resources and support for the Child Safe Standards](#)
- [Updated guidelines reflecting new standards and secondary pathways \(vrqa.vic.gov.au\)](#)
- Guidelines for vocational education and training providers <https://www.vic.gov.au/child-safe-standards-rtos>
- [Codes of Conduct - a guide to developing child safe Codes of Conduct \(nsw.gov.au\)](#)
- Child Safe Standards information sheet [Microsoft Word - New Child Safe Standards Information Sheet.DOCX \(ccyp.vic.gov.au\)](#)
- RTO's child safety practices <https://www.vic.gov.au/child-safe-standards-rtos-review-child-safety-practices>
- RTO's complaints processes <https://www.vic.gov.au/child-safe-standards-rtos-complaints-processes>
- RTO's culturally safe environments <https://www.vic.gov.au/child-safe-standards-rtos-culturally-safe-environments>
- Australian Government – National Office for Child Safety <https://childsafety.pmc.gov.au/resources>

Safety and Security of Students

The safety of students is of utmost importance. The three College campuses are located within walking distance of public transport, including train stations and bus stops. There is also adequate parking available within close proximity to all of the College locations.

Parking for CCBT evening classes is within a 10m walking distance. Students are requested not to leave the building without the company of another student or staff member. Staff are required to have another staff member or student with them at all times when leaving the College in the evenings. Students are required to call if they are running late for a night class as the doors will be locked after the class has started. The doors are easily unlocked from the inside for evacuation purposes.

Staff and students are encouraged to take actively participate in the monitoring and reporting of all potential emergency or hazardous situations.

We are committed to having a Beauty College that is safe for all children where child abuse and harm are not tolerated. Child safety is a priority for Casey College of Beauty Therapy Pty Ltd and the prevention and reporting of abuse is supported and encouraged. All staff, volunteers and contractors are responsible for promoting the safety, wellbeing and empowerment of children. Casey College of Beauty Therapy Pty Ltd recognises that discrimination can harm children and we treat all children with dignity and respect.

In the case of an emergency the following CCBT staff members are responsible for ensuring the safety of students and staff:

1. Kim Lucas - Chief Executive Officer
2. Shani De Prinse – Student Support Services
3. Any trainer/assessor on duty at the time

Fire evacuation procedures are posted throughout the College. Students are responsible for familiarising themselves with these procedures. Fire evacuation procedures will be reviewed thoroughly during student orientation.

The following measures are taken to ensure the safety and security of students attending the college.

General Information: Transport and Safety

Travelling to and From the College

1. There are no classes that operate outside 0800 hours to 2200 hours on any given day.
2. The college has several Locations: within the Berwick, Cranbourne, Pakenham and Gippsland areas.
3. All facilities of the college are located in well-lit areas
4. All facilities are accessible to public transport: trains and buses (please refer to the map for your location).
5. Berwick, Pakenham, and Cranbourne Building 1 are considered as low risk and therefore safe for public access. Students are advised to stay within the school area at Cranbourne Building 2 during evening hours.

Although college's facilities are well located and easily accessible by public transport, students are advised to take all practicable steps to ensure their own safety at all times.

For this we recommend students walking in groups of 3 or more when making your way to from public transport locations, and to be aware of your surroundings when you leave the college premises.

Public transport is located close to the college, details of which can be accessed from <http://www.viclink.com.au/>. This site provides a journey planner that may assist you with your travel plans to and from the college.

Parking is located directly opposite the college at most of the facilities.

During evening classes CCBT will ensure that at all times the outside areas are well lit and the students have onsite parking close to the training facility. The buildings are fitted with CCBT and Alarms and appropriate outside lighting. All students are required to travel in pairs if they are to leave the premises and at all times to be aware of their own safety at all times.

Emergency Telephone Numbers

Fire, Police, Ambulance: 000 (for direct lines or mobile phones)

An emergency is any event that arises internally or from external sources, which may adversely affect persons or the community generally, and which requires an immediate response.

Preventative Measures

Students and staff should report the following to their trainer or supervisor:

- Any accumulation of litter which may exacerbate a fire.
- Furniture or other objects obstructing egress routes from the building.
- Any item or activity considered dangerous.
- Any suspicious item or activity requiring investigation.

Similarly all students and staff should ensure that:

- Fire doors are kept shut when not in use.
- Passages are kept free of all obstructions.
- Fire extinguishers are correctly mounted and maintained.
- Accidental discharge from, or damage to, a fire extinguisher is immediately reported.
- Only minimal quantities of flammables are kept in working area.

Good housekeeping is good fire prevention

Emergency Evacuation Procedure

In case of an emergency evacuation please follow the procedure outlined below.

In the event of a fire:

1. Move person from danger to safety – if safe to do so.
2. Close the door – if safe to do so.
3. Activate the break glass alarm or 'EVAC-PAC'.
4. Ring fire brigade on 000
5. Attack fire – if safe to do so.

In the event of a fire, the fire alarm will sound

Proceed to the nearest exit (marked by the green exit signs). Your trainer will provide guidance and is responsible for your orderly evacuation.

Proceed via the front or back door and meet at the designated meeting point. Do not delay by collecting your belongings.

Evacuate to a safe assembly area until emergency is over. Evacuate under the direction of your trainer to the prearranged assembly area and remain there until directed by your trainer.

Designated Meeting Point

The designated meeting point for each building is the car park at the front or back of each building. Your trainer will take a roll call to make certain everyone is accounted for. Do not leave the meeting point until you are directed to do so. Do not return to the building until given the all clear by the fire brigade attending the call out.

Using Fire Extinguishers

Ensure you use the correct extinguisher.

Always keep an emergency exit behind you (away from fire).

Stay low to avoid heat and smoke.

Pull the pin to release the trigger of the extinguisher.

Aim the extinguisher stream at the base of the flames.

Squeeze the trigger.

Sweep the fire in a side-to-side motion with the stream.

On extinguishment of the fire, pull apart burnt area to get to hot spots.

If the fire gets out of hand retreat and close the door (do not lock).

Post-Emergency Evacuation Action

Once the All Clear has been received from the emergency services, the building can be reoccupied.

When feasible, the CEO will record all details of the incident.

CCBT provides counselling services to students with a counselling service through an independent provider.

Violent Situations

In case of a violent situation, make all attempts to ensure your safety and the safety of others. Contact the Police on 000 immediately.

Medical Emergency

Direct emergency services contact is 000

Advise of:

Casualty location

Building

Floor

Contact Number

Enlist help of a First Aider

Render whatever assistance you can ensuring the safety of the casualty and yourself.

The First 5 – 10 Critical Minutes – Detection/Report, Response/Communication, Establish Command, Control/Liaise
Emergency Services

Decision making in the first few minutes of an emergency is critical in determining the outcome (and or survival).

Staff and students are encouraged to monitor that the infrastructure, equipment and procedures for use in an emergency are in place and workable at all times.

Evacuation exercises for each facility must be undertaken at least once every 12 months.

Should you require further information please contact the RTO Manager.

Privacy and Personal Information

The following is an excerpt of Casey College of Beauty Therapy's Privacy and Personal Information Policy. For a full copy of this policy, please visit our website or request a copy from our office.

In collecting personal information Casey College of Beauty Therapy will comply with the requirements set out in the Privacy Act 1988 and the *Privacy Amendment (Enhancing Privacy Protection) Act 2012* which amends the *Privacy Act 1988*. Also applied are the Australian Privacy Principles which were released January 2014.

Casey College of Beauty Therapy is committed to ensuring the confidentiality, integrity and security of all information.

The information supplied by individuals will only be used to provide information about study opportunities, to enable efficient administration, and to maintain proper student and client records. If an individual chooses not to provide certain information then we may be unable to provide some services or provide appropriate information.

Personal information about students studying with Casey College of Beauty Therapy may be shared with the Australian Government and designated authorities, such as Australian Apprenticeship Centres (AACs) and the National Centre for Vocational Education Research (NCVER). This information includes personal and contact details, course enrolment details and changes, and circumstances related to funding (if applicable).

Casey College of Beauty Therapy will not disclose an individual's personal information to another person or organisation unless:

- a) the individual concerned is reasonably likely to have been aware, or made aware, that information of that kind is usually passed to that person or organisation;
- b) the individual concerned has given written consent;

- c) Casey College of Beauty Therapy believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or of another person;
- d) the disclosure is required or authorised by or under law; or
- e) the disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

Casey College of Beauty Therapy will take all reasonable steps to ensure that any personal information collected is:

- f) relevant to the purpose for which it was collected;
- g) up to date;
- h) complete; and
- i) accurately recorded.

Casey College of Beauty Therapy will store securely all records containing personal information and take all reasonable security measures to protect personal information collected from unauthorised access, misuse or disclosure.

Right to Access Records

Individuals have the right to access or obtain a copy of the personal information that Casey College of Beauty Therapy holds about them. Requests to access or obtain a copy of personal information must be made in writing and sent to: 1/39-51 Intrepid Street, Berwick 3806

There is no charge for a student to access personal information that Casey College of Beauty Therapy holds about them; however there may be a charge of 20cents per page for every page that is copied. Individuals will be advised of how they may access or obtain a copy of their personal information and the applicable fees within ten (10) days of receiving their written request.

Amendment to Records

If an individual considers the personal information that Casey College of Beauty Therapy holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.

Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record.

Information about students from third parties

CCBT may need to source or verify information about students from a third party. Wherever possible this will be done with the student's authorisation, or if not possible, CCBT will inform the student prior to such information being collected.

Receiving marketing information

With students' consent, CCBT may provide them with information from time to time about new courses available to them. Students' consent to this will be implied unless they notify CCBT that they do not wish to receive this information. You may do this by advising the RTO Manager that you do not wish to receive marketing information.

Issuing of Qualifications and Statements

The following is an excerpt of Casey College of Beauty Therapy's Qualification and Statement Issuing Policy. For a full copy of this policy, please visit our website or request a copy from our office.

Casey College of Beauty Therapy will issue to students whom it has assessed as competent in accordance with the requirements of a Training Package or accredited course, a qualification or statement of attainment (as appropriate) that:

- a) Meets the requirements of the Australian Qualifications Framework (AQF);
- b) Identifies Casey College of Beauty Therapy by its national provider number from Training.gov.au
- c) Includes the Nationally Recognised Training (NRT) logo in accordance with its current conditions of use.

All Statements of Attainment and Qualifications issued by Casey College of Beauty Therapy for nationally recognised training will be in accordance with its Scope of Registration.

Casey College of Beauty Therapy ensures the integrity of all qualifications and statements through clearly defined training, assessment and administrative processes which ensure counter cross-checks.

Qualifications

On completion of a course and payment of final course fees, qualifications will be issued within twenty-one (21) days. Qualifications will be accompanied by a Statement of Results showing the Units of Competency achieved in the course.

Casey College of Beauty Therapy reserves the right to with-hold the issuance of qualifications until all fees related to the course the qualification relates to have been paid, except where Casey College of Beauty Therapy is not permitted to do so by law.

Statements of Attainment

Where a student withdraws from a course and has completed only part of a qualification, a Statement of Attainment will be issued. Statements will be issued within twenty-one (21) days of all fees being paid and formal notification of the withdrawal has been received by Casey College of Beauty Therapy.

Re-Issuing Statements and Qualifications

Records of qualifications and statements of unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge. Refer to the current Fees, Charges and Refund Policy for the current fee.

Student Plagiarism, Cheating and Collusion

The following is an excerpt of Casey College of Beauty Therapy's Student Plagiarism, Cheating and Collusion Policy. For a full copy of this policy, please visit our website or request a copy from our office.

Casey College of Beauty Therapy has put in place a Student Plagiarism, Cheating and Collusion Policy to ensure that mechanisms are in place to avoid these forms of unacceptable behaviour. The policy outlines the strategies in place to detect and respond to such incidents.

Definitions

Cheating – seeking to obtain an unfair advantage in the assessment of any piece of work.

Plagiarism – to take and use the ideas and/or expressions and/or wording of another person or organisation and passing them off as one’s own by failing to give appropriate acknowledgement. This includes material from any source such as staff, students, texts, resources and the internet, whether published or unpublished.

Collusion – unauthorised collaboration between students.

Student Integrity and Honesty

Casey College of Beauty Therapy is committed to upholding standards of student integrity and honesty in regards to the assessment of their work and places value in the declarations of authenticity made by students.

Students are expected to act with integrity at all times and only submit work that is their own, or that has been appropriately referenced and includes acknowledgements of all texts and resource materials utilized in the development of the work.

Students and staff have a duty to ensure they gain the necessary understanding of how to correctly acknowledge and cite references and resources so as to minimise the incidents of plagiarism and cheating and the allegations of such.

Unacceptable Behaviour

From time to time, there may be incidents of student plagiarism, cheating and collusion which Casey College of Beauty Therapy is required to act upon in order to uphold the value of assessment outcomes and the reputation of the nationally recognised training provided.

Student plagiarism, cheating and collusion in any form are unacceptable and will be treated seriously by Casey College of Beauty Therapy.

Avoiding and Detecting

Upon the submission of all assessment tasks, students are required to sign an Assessment Cover Sheet that includes a declaration of the authenticity of the work.

Casey College of Beauty Therapy will take the necessary steps to detect plagiarism and cheating which may include:

- Comparison of the work with electronic reference materials, internet resources and the work of other students;
- Electronic plagiarism detection software;
- Comparison of work against various academic databases;
- Referring to the plagiarism register; and
- Other methods deemed appropriate by the trainer/assessor.

All staff have an obligation to identify and investigate any possibility of plagiarism, cheating or collusion.

A staff member who suspects that plagiarism, cheating or collusion may have occurred should first source evidence (through identification of the source) to support their allegation.

Responding to Incidents

A student found to have plagiarised, cheated or colluded will be given an opportunity to respond to the allegations.

Students found to have plagiarised, cheated or colluded will be dealt with through the Student Discipline Policy.

A student's involvement in alleged plagiarism, cheating or collusion will be retained on the plagiarism register while still enrolled in any course and training and assessment staff will have access to this information when considering any subsequent allegations of mis-conduct.

Complaints and Appeals Policy

The following is an excerpt of Casey College of Beauty Therapy's Complaints and Appeals Policy. For a full copy of this policy, please visit our website or request a copy from our office. For VSL students please refer to the -Academic Student Grievance Policy and Procedure and the Non Academic Student Grievance Policy and Procedure available on the website <https://www.caseycollegeofbeauty.vic.edu.au/vet-student-loans>

Complaints and Appeals Systems

Casey College of Beauty Therapy is committed to developing and maintaining an effective, timely, fair and equitable complaints and appeals handling system which is easily accessible and offered to complainants at no charge. Casey College of Beauty Therapy aims to:

- a) Develop a culture that views complaints and appeals as an opportunity to improve the organisation and how it works;
- b) Set in place a complaints and appeals handling system that is client focused and helps Casey College of Beauty Therapy to prevent these events from recurring;
- c) Ensure that any complaints and appeals are resolved promptly, objectively and with sensitivity and in complete confidentiality;
- d) Ensure that the views of each complainant and respondent are respected and that any party to a complaint or appeal is not discriminated against nor victimised;
- e) Ensure that there is a consistent response to complaints and appeals.

Resolving Issues before they become a formal complaint

Students and clients are encouraged, wherever possible, to resolve concerns or difficulties directly with the person(s) concerned to deal with the issue before it becomes a formal complaint. Casey College of Beauty Therapy's Student Services Managers and other staff members are available to assist students to resolve their issues at this level.

Lodging a Complaint

Formal complaints and appeals may be made in writing to the Training Manager according to the Complaints and Appeals Procedure. All parties are encouraged to approach matters with an open view and to attempt to resolve problems through discussion and conciliation. Casey College of Beauty Therapy acknowledges the need for an appropriate independent party to mediate where an appropriate outcome cannot be reached internally.

Resolution Timeframe

All formal complaints and appeals will be responded to efficiently to ensure an effective resolution within a reasonable timeframe, usually twenty (20) days or as soon as practicable. However in some cases, particularly if the matter is complex, the resolution may take longer.

Complaints and Appeals Register

All formal complaints and appeals and their outcomes will be recorded on the Complaints and Appeals Register. In addition, the register will be regularly reviewed by management and used as an opportunity for improvement and reflection.

Timeframe for Assessment Appeals

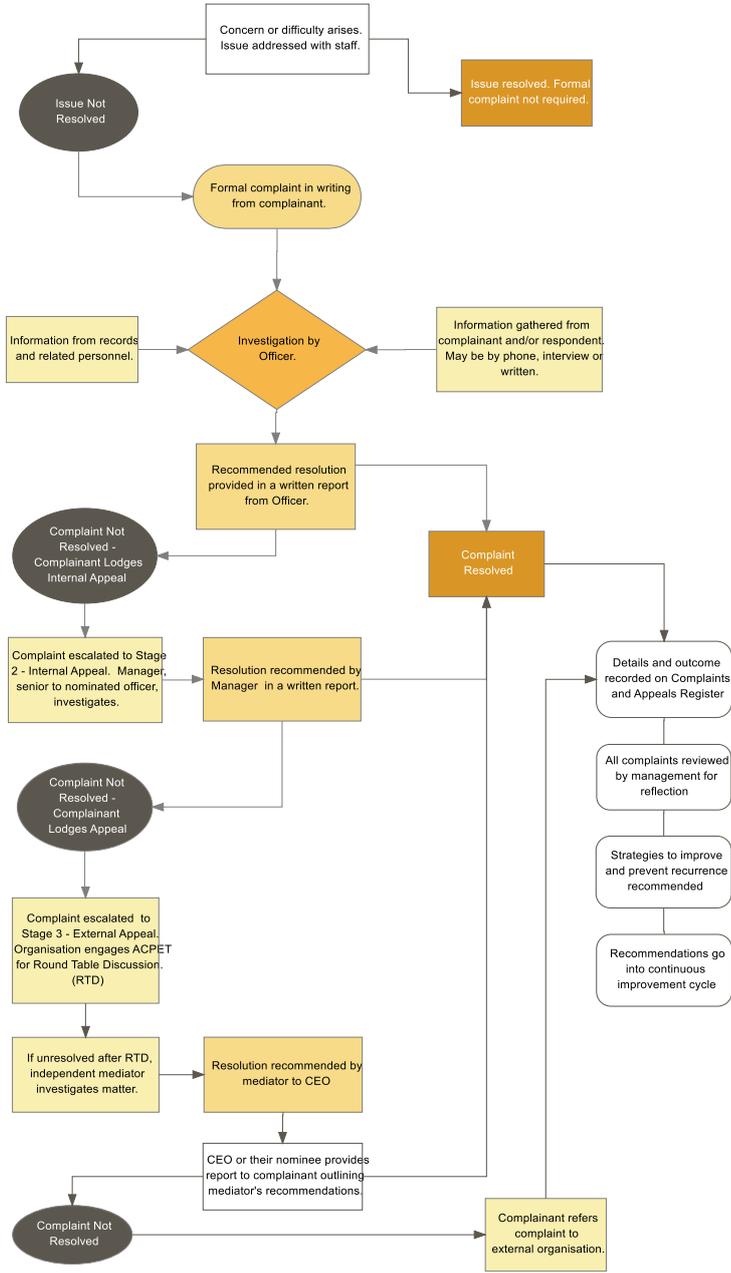
Students have the right to make an appeal against the academic decisions made by Casey College of Beauty Therapy.

Appeals against any decisions of a non-academic nature are to be made in writing following the Formal Complaints and Appeals procedure.

Appeals against assessment decisions and other academic matters must be made within twenty-one (21) days of the original decision being made.

Complaints and Appeals Procedure

BQC7.1.1: COMPLAINTS AND APPEALS FLOW CHART



BQC7.1.1: Complaints and Appeals Procedural Flow Chart
ORTO Advice Services Pty. Ltd. 2010

Student Discipline

The following is an excerpt of Casey College of Beauty Therapy's Student Discipline Policy. For a full copy of this policy, please visit our website or request a copy from our office.

Casey College of Beauty Therapy provides all students with clear expectations on the standards of conduct that are expected of them during their participation in the course. The rights and responsibilities of students are prescribed in:

- a) The Student Code of Conduct
- b) Other organisational policies and procedures

Casey College of Beauty Therapy provides information on the above in the Student Handbook and Course Outlines which are provided to students prior to enrolment into a course. These are also available on Casey College of Beauty Therapy's website at <https://www.caseycollegeofbeauty.vic.edu.au/>

If any student breaches the requirements or expectations of them as a student, Casey College of Beauty Therapy will be required to take disciplinary action with the student to rectify and/or manage the behaviour.

Fees, Charges and Refund Policy

The following is an excerpt of Casey College of Beauty Therapy's Refund & PP Agreement Terms and Conditions Policy. For a full copy of this policy, please visit our website or request a copy from our office.

Please refer to the SM25 Refund & PP Agreement Terms and Conditions Policy for further information.

VET Student Loans Students please refer to the VSL 4 - Student Withdrawal and Deferral from Study Policy and Procedure, VSL-Fees and Charges Policy and Procedure-, VSL-Re-Credit-Policy-and-Procedure all are available on our website.

Copyright

All logos, marks, books, texts, manuals, documents and other educational and administrative material whatsoever owned by Casey College of Beauty Therapy Pty Ltd and associated entities are protected by copyright and must not be copied or reproduced either in part or whole or used for gain without the written approval of the Director of the College.

APPENDIX A

Fees, charges and refunds for

Training conducted under Government Funding and Fee-for-Service domestic students (non VSL Students)
Vet Student Loan Students Please note the below Fees, charges and Refunds are different for you – Please refer to schedule of fees and Census dates as well as other procedures <https://www.caseycollegeofbeauty.vic.edu.au/vet-student-loans>

Circumstance	CCBT Institute Policy	Notes
Written notice of withdrawal provided prior to course commencement	Paid material and tuition fees are refunded Please note the deposit is nonrefundable.	Where an administration fee has been charged, the administration charge is non-refundable
Written notice of withdrawal provided within 28 days after course commencement	All fees for Tuition undertaken, Kits received and Materials received, Accounting Keeping fee will need to be paid. All deposits are non refundable.	Where an administration, tuition undertaken, kits or material fees has been charged, the administration and material charge is non-refundable Please note: a student is liable for all fees and charges for units commenced, even if they withdraw
Written notice of withdrawal provided post the 28 days after course commencement	All fees for Tuition undertaken, Kits received and Materials received, Accounting Keeping fee will need to be paid. All deposits are non refundable and a Cancellation fee is applicable as stated in the Payment Plan agreement	Where an administration, tuition undertaken, kits or material fees has been charged, the administration and material charge is non-refundable Please note: a student is liable for all fees and charges for units commenced, even if they withdraw
Pre-requisite Units of Competency	The Institute may charge the participant or employer for the delivery or assessment of pre-requisite units.	Government funding is not provided for delivery of pre-requisite units of competency.
Fee for Service and additional employer contribution	All fee-for-service charges are disclosed to the employer or student	
A student undertaking Government funded training and/or their employer may request full details of the relevant State or Commonwealth fees and refunds policy prior to enrolment.	Refunds and retained fees and charges are applied in accordance with guidelines. CCBT conducts internal audits and is subject to external audits to verify that its fees, charges and refunds policies and procedures are in line with relevant government funding and refund guidelines	
Circumstance	CCBT Institute Policy	Notes
Under some government sponsored funding agreements, participant and/or employer contributions are made to an individual's training.	Refunds and retained fees and charges are in accordance with individual State/Commonwealth Government Contract directions and guidelines.	
Institute cancels the course prior to course commencement	All monies paid to the provider by the participant or employer will be refunded within 10 working days	This applies to all fees paid up-front.
Additional fees for cost of goods or materials to be retained by a student	The student is permitted to use equivalent goods or materials which they obtain from another source.	
RPL (Recognition of Prior Learning) assessment fee	Fee on application	Charges may vary based on Government fees and charges guidelines, but where combined with training being undertaken, the combined fee for RPL and training will not

		exceed the maximum fee chargeable	
RCC (Recognition of Current Competency) if required by a licensing authority to ensure competency is being maintained	Fee on application	RCC fees only apply where a review against current competency is required by an external party. The fee for RCC will be the same rate as a fee-for-service course proportionate to the unit/s unless otherwise indicated by State Government fees and charges guidelines.	
Re-mark of assessments where a candidate received a 'Not Yet Competent'	Exam re-sit - \$30 (after 2 attempts) Practical unit fee is subject to the individual assessment requirements	This fee is applied at the discretion of the Institute and may be waived where the candidate achieves an outcome of 'Competent' on the re-marking of the assessment	
Unit Re-sit where a candidate received a 'Not Yet Competent' and needs to repeat the unit	\$150 if they are to repeat the unit Full unit fees apply to some units that have a practical attached	This fee is applied at the discretion of the Institute and may be waived where the candidate achieves an outcome of 'Competent' on the re-marking of the assessment	
Payment Plan option	\$350 Account keeping fee		
Timetable change	\$250	This fee is applied at the discretion of the Institute and may be waived.	
Document Re-issue where an original with signature is required – eg re-issued Certificate, transcripts	\$75	Re-print of other documents	\$25 per document
External Appeal Fees	Domestic: External Appeal through ITECA - fees may apply.	Replacement Student ID	\$20
Credit Transfer	No charge	Photocopying on campus sites	\$0.20 black and white A4 \$0.30 black and white A3 \$0.30 colour A4 \$0.50 colour A3